

2661

PATENT

Attorney Docket No.: NUASI-00200

#12

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:

Justin Broughton et al.

Serial No.: 09/774,944

Filed: January 30, 2001

For: **DIGITAL MULTIMEDIA  
CONTACT CENTER**

) Group Art: 2661

) Examiner:

) **TRANSMITTAL LETTER**

) 162 N. Wolfe Road  
) Sunnyvale, CA 94086  
) (408) 530-9700

) Customer Number 28960

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Commissioner of Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

Enclosed please find a Supplemental Information Disclosure Statement, a Certification pursuant to 37 C.F.R. § 1.97(e) for the Information Disclosure Statement, and Form PTO-1449, including copies of the references contained thereon, for filing in the U.S. Patent and Trademark Office.

The Commissioner is hereby authorized to charge any additional fee or credit overpayment to our Deposit Account No. 08-1275. **An originally executed duplicate of this transmittal is enclosed for this purpose.**

Respectfully submitted,  
HAVERSTOCK & OWENS LLP

Dated: 9.26.03

By: Thomas B. Haverstock  
Thomas B. Haverstock  
Reg. No.: 32,571

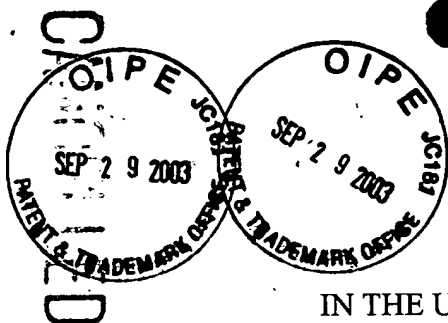
Attorneys for Applicants

CERTIFICATE OF MAILING (37 CFR § 1.8(a))

I hereby certify that this paper (along with any referred to as being attached or enclosed) is being deposited with the U.S. Postal Service on the date shown below with sufficient postage as first class mail in an envelope addressed to the: Commissioner for Patents, P.O. Box 1450 Alexandria, VA 22313-1450

HAVERSTOCK & OWENS LLP.

Date: 9-26-03 By: Juan D. Rivera



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Attorney Docket No.: NUASI-00200

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In re Application of:	)	Group Art: 2661
Justin Broughton et al.	)	Examiner:
Serial No.: 09/774,944	)	<b><u>CERTIFICATION FOR</u></b>
Filed: January 30, 2001	)	<b><u>SUPPLEMENTAL</u></b>
For: <b>DIGITAL MULTIMEDIA</b>	)	<b><u>INFORMATION DISCLOSURE</u></b>
<b>CONTACT CENTER</b>	)	<b><u>STATEMENT UNDER 37 CFR § 1.97(e)</u></b>
	)	162 North Wolfe Road
	)	Sunnyvale, CA 94086
	)	(408) 530-9700

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Sir:

This certification is being made for the Supplemental Information Disclosure Statement accompanying this certification.

**Certification**

I hereby certify that the attached two (2) references contained in this supplemental information disclosure statement were cited within an International Search Report (ISR) mailed on August 1, 2003. **Accordingly, the references contained in the information disclosure statement were cited in a communication from a foreign patent office in a counterpart application not more than three months prior to the filing of the statement. 37 C.F.R. 1.97(e)(1).**

**Identification of Person Making Certification**

The person making this certification is the attorney who signs below on the basis of the information in the attorney's file.

Respectfully submitted,  
HAVERSTOCK & OWENS LLP

Dated: 9-26-03

By: Thomas B. Haverstock  
Thomas B. Haverstock  
Reg. No.: 32,571

Attorneys for Applicants

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HAVERSTOCK & OWENS LLP.

Date: 9-26-03 By: John D. Haverstock



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) **DISCLOSURE STATEMENT**

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Sir:

The citations listed below, copies attached, may be material to the examination of the above-identified application, and are therefore submitted in compliance with the duty of disclosure defined in 37 C.F.R. §§ 1.56 and 1.97. The Examiner is requested to make these citations of official record in this application.

- European Publication No. EP 1 016 998 A2; and
- PCT Publication No. WO 99/65214.

This Supplemental Information Disclosure Statement under 37 C.F.R. §§ 1.56 and 1.97 is not to be construed as a representation that a search has been made, that additional information material to the examination of this application does not exist, or that anyone or more of these citations constitutes prior art.

Respectfully submitted,  
HAVERSTOCK & OWENS LLP

Dated: 9-26-03

By: Thomas B. Haverstock  
Thomas B. Haverstock  
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Attorneys for Applicants

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HAVERSTOCK & OWENS LLP.  
Date: 9-26-03 By: John D. Kuma